

COURSE	DATE	TIME	LOCATION	REMARKS
AUTOMATED CALL DISTRIBUTION WITH MANAGEMENT INFORMATION SYSTEM	Waiting List	8:30 - 12:30	Sacramento Telecommunications Division Office Room 108A&B	<p>A minimum of 15 participants is required in order to set a class date.</p> <p>Customers can sign-up to be placed on the waiting list.</p> <p>Notices will be sent out to announce the date and times for this class.</p>
<p>DESCRIPTION:</p> <p>This is a leader led overview of the ACD functions and the MIS equipment and function.</p> <p>The course content includes the following:</p> <ul style="list-style-type: none"> • Explanation of call center flow & design options· • Overview of VU-ACD/100 Management Information System (MIS) • VU-ACD/100 Management Information System Demo 				